DOCUMENT RESUME

ED 071 691 LI 004 087

TITLE	A Library Program for Fairfield County, Connecticut.
INSTITUTION	Little (Arthur D.), Inc., Cambridge, Mass.
PUB DATE	Sep 68
NOTE	62p.; (9 References)
EDRS PRICE	MF-$0.65 HC-$3.29
DESCRIPTORS	Interlibrary Loans; *Library Cooperation; Library Planning; *Library Programs; Library Services; *Public Libraries
IDENTIFIERS	*Connecticut

ABSTRACT

Interviews, questionnaires and on-site visits were used in this study to analyze present cooperative efforts, to determine the feasibility of further cooperative efforts among all types of libraries and to recommend a specific program of interlibrary cooperation for the libraries of Fairfield, Connecticut. From the results collected, the study concludes that the public libraries are not receiving the level of local financial support needed for adequate library service. Further cooperation and coordination of services and materials is therefore recommended. The following specific recommendations are made: the development of a three-year pilot program of interlibrary cooperation, a cooperative acquisitions program, interlibrary loan and reciprocal borrowing, a ready reference service, a major publicity program to increase financial support; and the expansion of certain existing programs. (SJ)

ED 071691

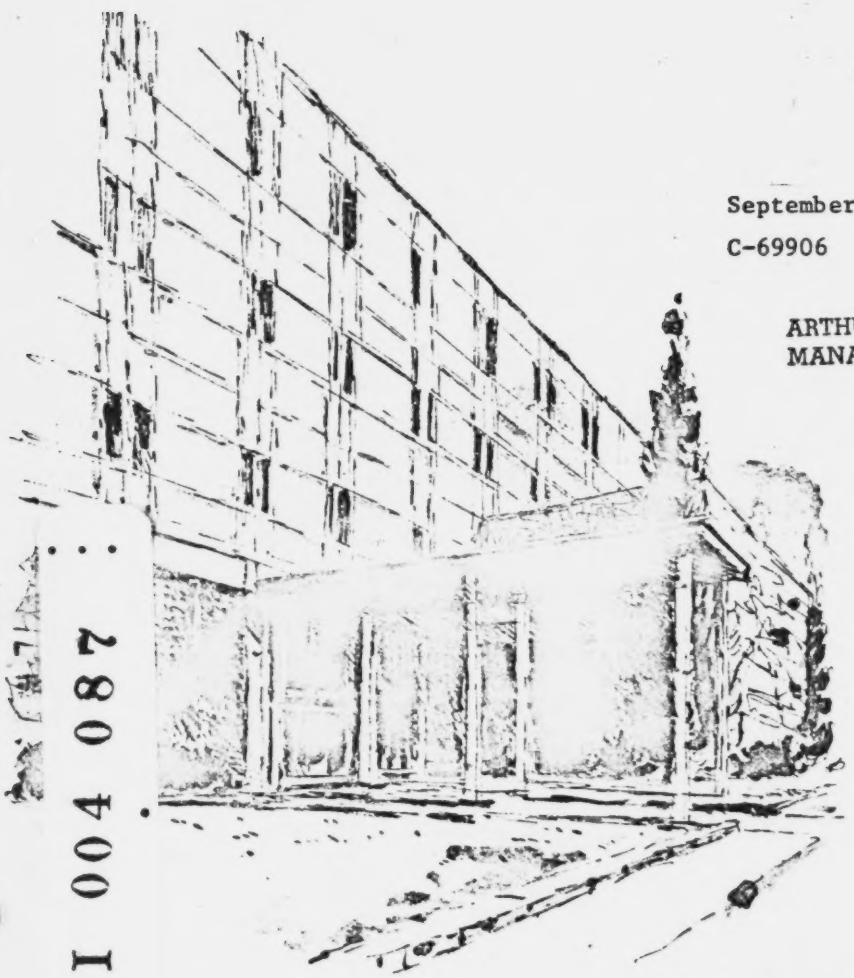
U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY.

"PERMISSION TO REPRODUCE THIS COPYRIGHTED MATERIAL HAS BEEN GRANTED BY Arthur D. Little, Inc.
TO ERIC AND ORGANIZATIONS OPERATING UNDER AGREEMENTS WITH THE U.S. OFFICE OF EDUCATION FURTHER REPRODUCTION OUTSIDE THE ERIC SYSTEM REQUIRES PERMISSION OF THE COPYRIGHT OWNER."

ARTHUR D. LITTLE, INC.
MANAGEMENT SCIENCES LIBRARY

A LIBRARY PROGRAM FOR FAIRFIELD COUNTY, CONNECTICUT

Report to:
THE CONNECTICUT STATE LIBRARY



September 1968
C-69906

ARTHUR D. LITTLE, INC.
MANAGEMENT SCIENCES LIBRARY

LI 004 087

Arthur D. Little, Inc.

This report is rendered upon the condition that it is not to be reproduced in whole or in part for advertising or other purposes without the special permission in writing of Arthur D. Little, Inc.

TABLE OF CONTENTS

		Page
I.	SUMMARY	1
	A. PURPOSE AND SCOPE	1
	B. CONCLUSIONS	1
	C. RECOMMENDATIONS	2
II.	FAIRFIELD COUNTY AND ITS LIBRARIES	5
	A. DEMOGRAPHY	5
	B. EXISTING LIBRARY SERVICE	7
III.	PROGRAM FOR INTERLIBRARY COOPERATION	15
	A. INTRODUCTION	15
	B. MATERIALS AND SERVICES	17
	C. BIBLIOGRAPHICAL TOOLS	22
	D. ADMINISTRATION AND FINANCING	23
	E. PUBLICITY	28
	F. COOPERATION WITH OTHER INSTITUTIONS	29
IV.	LOCAL PUBLIC LIBRARIES	35
	A. LOCAL SUPPORT	35
	B. RECIPROCAL BORROWING PRIVILEGES	37
	C. HOURS OF SERVICE	39
	D. PERSONNEL	39

APPENDICES

Appendix A	LIBRARIES AND OTHER AGENCIES VISITED	A-1
B	LAG QUESTIONNAIRE	B-1
C	INTERVIEW QUESTIONS FOR LAG MEMBERS	C-1
D	SUGGESTED STANDARDS FOR PROCESSING UNIFORMITY	D-1
E	BIBLIOGRAPHY	E-1

LIST OF TABLES

		Page
Table 1:	FAIRFIELD COUNTY POPULATION TRENDS	6
Table 2:	REQUESTS RECEIVED AT STATE LIBRARY	19
Table 3:	LOCAL LIBRARY SUPPORT IN FAIRFIELD COUNTY: MINIMUM STANDARD VERSUS ACTUAL SUPPORT LEVELS	36
Table 4:	SERVICE HOURS REPORTED BY LAG MEMBER LIBRARIES	40-41

I. SUMMARY

A. PURPOSE AND SCOPE

This report presents the results of a study conducted by Arthur D. Little., (ADL) for the Library Administrators Group of Fairfield County (LAG) regarding possible means of cooperation among libraries in Fairfield County. LAG has itself developed several excellent programs, such as the French Circuit and the Graphic Arts Project, and has produced a union list of serials for the LAG member libraries. These projects have been completed only through the expenditure of a great amount of time and energy by group members. LAG has long recognized the need for formal cooperation among Fairfield County libraries and for a coordinated system of service, and in November 1967 ADL was retained to assist in formulating and implementing a cooperative program.

Our assignment involved analyzing present cooperative efforts, determining the feasibility of further cooperative efforts among all types of libraries in the county, and recommending a specific program of interlibrary cooperation. To assist us in these tasks, both the Connecticut State Library and the LAG member libraries made available to ADL reports, statistics, and background information. We distributed questionnaires to LAG member libraries, to some of the other public libraries in the county, and to all the county's public, parochial, and private schools or school systems. We conducted extensive interviews at member libraries and at two non-member public libraries, and we visited a number of academic and special libraries and several school library administrative headquarters. We also interviewed other people and agencies interested in library service in Fairfield County and able to participate in its development, such as the Southern Connecticut State College Library School. A number of visits were made to the Connecticut State Library where a limited study was made of its services to libraries, especially the interlibrary loan program.

B. CONCLUSIONS

With few exceptions, Fairfield County public libraries are not receiving the level of local financial support required for adequate library service. No single library can be expected to meet all the requests it will receive. Therefore, further cooperation and coordination of services and materials will enable more people to have access to more information and materials. The activities of the professional librarians in the area have produced the foundation for the development of such cooperation.

C. RECOMMENDATIONS

We recommend that a program of interlibrary cooperation be instituted in Fairfield County in the form of a three-year pilot project. The program should be evaluated beginning at the end of the second year, and at the conclusion of the pilot project any necessary revisions should be made and the program should become permanently established. The pilot project should have a staff composed of a chief administrator, three librarians responsible for reference and interlibrary loan, a community coordinator, a secretary, two clerks, and a driver. All public libraries in the county should be members of the project and should be represented on an Advisory Board.

We recommend a cooperative acquisition program under which each library will develop an in-depth collection in one or more subject fields, although it is possible that smaller libraries will not participate during the initial stages of the program. Book collections should be supplemented by periodicals on microfilm, and duplication should be avoided as much as possible. All federal funds under Titles III, IVa and IVb should be distributed through the program, and all books and materials purchased with program funds should be the property of the system, regardless of where they are housed.

An interlibrary loan system with suitable communications and delivery should be operated under the pilot project. Teletype machines should continue to be located in the Bridgeport Public Library, the Ferguson Library in Stamford, and the Greenwich Library. We recommend that at least one of the academic libraries in the area be included in the teletype network. The delivery system should make three stops a week at each public library in the county and the State Library should provide daily delivery to system headquarters. Individual libraries should continue to order their materials, but as orders are placed, a copy of the order should be sent to the Connecticut State Library, where a central processing unit will reproduce cards and book labels for the local library. A statewide retrospective union catalog should be developed, but not a card or book catalog. More appropriate would be a catalog on tape or disc, that could be queried by computer consoles located throughout the state. Fairfield County should have a union catalog if a statewide one is not developed. Current input for a union catalog can be obtained from order slips for acquisitions.

In addition to interlibrary loan, reciprocal borrowing privileges should be instituted among Fairfield County libraries, with a standard non-resident fee paid to libraries by residents of those communities whose level of library support is below $5 per capita. Communities and contiguous municipalities should coordinate their hours

of service so that not all libraries in any area are closed at the same time. Library staff should be recruited on a countywide basis, and a standard policy for personnel, salary, and fringe benefits should be established.

A ready reference service for all public libraries in the county should be housed at the Bridgeport Public Library and staffed by system staff.

The existing French Circuit should be expanded to include academic and school libraries, and a similar collection of Spanish materials should be developed. The Graphic Arts Program should be expanded as a service of the State Library.

At this time we do not recommend establishing a storage center as part of the pilot program, although LAG could develop guidelines for such a center. In addition to operating in Fairfield County, the pilot program should represent the county in statewide efforts to improve library service and operations. The program should represent the county in METRO and should cooperate with the administrative staff and faculty at Southern Connecticut State College Library School in developing a viable program of study and a series of conferences and workshops for practicing librarians. In addition, the program should allow for coordination of activities and cooperation with the Westchester County Library System.

We estimate that a budget of $150,000 will be required for the first two years, and slightly more the third year. The pilot project should be financed by state funds.

In addition to the pilot project, we recommend that a major publicity program be undertaken to secure for public libraries a minimum support level of $5 per capita. In communities which currently have a support level of $5 per capita or more, this should be continued.

II. FAIRFIELD COUNTY AND ITS LIBRARIES

A. DEMOGRAPHY

The 1960 U.S. Census of Population reported 653,589 residents in Fairfield County. The estimated 1967 population is 771,000, an increase of 18.090% compared to a statewide increase of 15.5%. Ridgefield, New Fairfield, and Wilton reported the largest increases -- all three more than 67%. Only two communities, Bridgeport and Stratford, reported a population decrease and these were minimal. (See Table 1.) There is a general northward movement of the Fairfield County population, even in Bridgeport and Stamford, which have attractive residential areas near their northern boundaries. Because the population is spreading out there is a growing demand for services in all parts of the county rather than in few concentrated communities.

Population projections for the year 1980 vary considerably depending upon the source. The projections made by the U.S. Bureau of the Census and various agencies in Connecticut seem to indicate that valid projection would be between 827,000 and 1,008,000. Since counties as governmental units no longer exist in Connecticut, these figures are derived from the projections for the Planning Regions of Greater Bridgeport, Southwestern Connecticut, and the Housatonic Valley. Basically these planning areas include all of Fairfield County except Shelton, whose 1967 population was 22,900. They also include Bridgewater, New Milford, Roxbury, and Washington, which are not in Fairfield County; their total population for 1967 was estimated at 17,200.

The 1966 per-household buying income for Fairfield County was over $12,000, the highest in the state. Hartford and Tolland Counties each had just over $10,000 in per-household buying income and all other counties were under $10,000. In the 1960 census, 29.1% of the households in Fairfield County had an income of over $10,000. Estimates now show approximately 40% of the households with income over $10,000. Although the population has grown, so has the percentage of individuals with above average income.

Figures for 1966 showed 380,071 automobiles registered in Fairfield County, approximately one for every two individuals. As of January 1, 1967, there were 247,923 dwelling units in Fairfield County. This would average out to more than one automobile in each dwelling unit. On the basis of 1960 census figures, approximately 40,000 housing units had more than one automobile. There were more automobiles registered in 1967 in Fairfield County than in any other county in the state, although Hartford County had a larger population. Transportation

TABLE 1

FAIRFIELD COUNTY POPULATION TRENDS

Town	1960	1967	Percent Increase 1960-1967
Bethel	8,200	10,200	24.4
Bridgeport	156,748	155,200	-1.0
Brookfield	3,405	7,600	23.2
Danbury*	39,382	47,300	20.1
Danbury City	22,928	NA	--
Darien	18,437	21,500	16.6
Easton	3,407	5,200	52.6
Fairfield	46,183	55,300	19.7
Greenwich	53,793	64,500	19.9
Monroe	6,402	9,800	53.1
New CAnaan	13,466	20,400	51.5
New Fairfield	3,355	5,800	72.9
Newton*	11,373	15,400	35.4
Norwalk	67,775	75,400	11.3
Redding	3,359	5,700	69.7
Ridgefield	8,165	15,500	89.8
Shelton*	18,190	22,900	25.9
Sherman	825	1,100	33.3
Stamford	92,713	108,400	16.9
Stratford	45,012	44,800	-0.5
Trumbull	20,379	29,100	42.8
Weston	4,039	6,700	65.9
Westport	20,955	29,900	42.7
Wilton	8,026	13,400	67.0
Total	653,589	771,100	18.0
State Total	2,535,234	2,929,000	15.5

NA = Not Available
* Population of state and/or federal institutions included

Source: Connecticut Development Commission. Connecticut Market Data, 1968. Hartford, Connecticut, 1968. p. 28.

by private automobiles is important because of limited train service (except during the commuter hours) and the lack of public transportation in the central section of the county.

The census reported that a total of 43.8% of Connecticut's over 25 population had completed high school or more. The comparable figure in Fairfield county was 47.5%, again the highest in the state. None of the material examined would lead us to believe that the current percentage could be below the 1960 figure, although an increase in the number of disadvantaged or illiterates in the communities along the coast has been noted as a result of the trend toward northward movement from New York. Evidence of this is available in visits to these communities, and in statements such as that made to us by a librarian, that there are as many adult illiterates in the community as there are children in the school system.

White-collar (including professional and technical) occupations accounted for 45.5% of the working force in 1960, with 38.9% employed in manufacturing. The estimate given above that 40% of the county's households had above average incomes in 1967 would support the contention that approximately 45-50% of the working force is still employed in white-collar positions. This is consistent also with the high educational level of many county residents in comparison to residents of other areas.

B. EXISTING LIBRARY SERVICE

Generally speaking, the library service available to residents of Fairfield County is adequate to the needs of many users, but not to many potential users. In the next few pages we summarize the kinds of service available now and identify the main areas in which improvement is called for. These areas are treated in greater detail in the next two chapters, which present the recommendations emerging from our study.

The focus of our work has been the public library system, but we have also examined the services of school, academic (college and university), and special libraries in the county to see to what extent these are, or could be, coordinated with the services of the public libraries. Finally, we have looked at the present role of the State Library to see how this role might be expanded to the benefit of libraries both within Fairfield County and elsewhere in the state. Appendix A lists those institutions that we visited in the course of this study; we circulated many more.

1. Public Libraries

Although Fairfield County is one of the richest counties in the country, with few exceptions its financial support of public libraries does not convey this impression. Only two communities in the county --

New Canaan and Westport -- are known to support their libraries at a level higher than the $5 per capita recommended as a minimum goal for 1971 by the Standards Committee of the Connecticut Library Association. It is possible that Greenwich and Stamford also reach this level, but most other communities fall far below it.

As a result of this lack of support, the resources of the public libraries are limited in some areas. Our questionnaire circulated to LAG member libraries and to some non-member libraries included an item on the number of titles processed annually. Of those librarians who responded (some of the librarians could not, since they have kept their processing records by volume rather than by title), only three reported having processed more than 6,000 titles in 1967. The number of titles annually published in the English language is approximately 30,000.

The kinds of books purchased by libraries reflect the presence in the county of a large proportion of well-to-do and sophisticated readers. Libraries provide their patrons with best sellers and with "luxury" publications -- expensive books and periodicals on art, history, and literature. Science and business, on the other hand, have not fared as well, although the public libraries have to a limited extent been able to call on the special libraries of private firms for reference service on these subjects.

We found much duplication from one collection to the next. Several librarians, for instance, reported good collections of art publications and hoped to develop these even further into a kind of specialty. In our own limited examination of library holdings, we noted the same titles recurring again and again. This is to be expected, of course, since librarians make selections independently of one another, using the same basic and suggested book lists and probably using similar selection criteria. However, it does further limit the diversity of the county's library resources, already limited by lack of funds.

A complete inventory of books in the county's libraries would be extremely useful in determining the overall coverage of subject areas and extent of duplication in the library system. A first step in this direction is the Connecticut State Library's recently issued Directory of Subject Strengths in Connecticut Libraries, which is based on a sheflist count of titles on selected subjects.

Services to various groups in the community are basically those to be found in most public libraries. There are story hours for children; lectures, films, and discussions for specific groups or for the community as a whole; and exhibits of both local and national interest. Audiovisual materials -- films, film strips, records, framed art reproductions, and microforms such as film, fiche, and the like -- are available in many libraries, as is the equipment needed for their use. None of the LAG member libraries, however, had tapes in their collections at the time our questionnaire was submitted.

Working as a group, the members of LAG have instituted some special services to local libraries and their patrons. Particularly important are the Graphic Arts Project and the French Circuit. The Graphic Arts Project produces signs, posters, and booklists for participating libraries. Not all LAG members participate; it is a contributory service rather than a free service to the members, and some libraries evidently cannot afford the charges while others already have other arrangements for producing graphic materials. However, the separate production of these materials by each library is inevitably either expensive or time-consuming, depending on whether it is done professionally or by library staff. For its participants, the Graphic Arts Project provides attractive, professionally designed graphic materials at moderate cost and without expenditure of library staff time.

The French Circuit is quite a different project. Participating libraries agree to purchase titles in French and to rotate them among their libraries. Continued organization and coordination by LAG is needed to maintain a representative collection and to schedule the rotation of the books. The program could be greatly expanded if academic institutions and schools could be encouraged to participate.

The extent of library services, like the size of collections, has been limited by lack of funds. Libraries often are not open at hours convenient to users, and bookmobile service is not available in the central part of the county, which has limited library service, nor in the larger cities as a means of serving the disadvantaged. It is difficult to establish new programs or services; one library, for example, has studied the possibility of instituting programmed instruction in the use of the library and in other subjects, but has not been able to fund the project. At present, if such an effort did get funded it would have to be at the expense of important projects in other areas.

More than any other group it is the disadvantaged who suffer from the insufficiency of public library resources and services; yet the development of special programs to provide library service to the disadvantaged and to inform them of its availability would cost more than individual libraries have been able to afford.

Much could be done to strengthen public library service in the county by coordinating the efforts of individual libraries. An efficient system for sharing book collections would make possible much more diversity even with limited book budgets, and the centralization of some costly services would both improve the services and reduce the burden on the local library. In Chapter III we describe a regional program designed to achieve this coordination in Fairfield County, and perhaps ultimately throughout the state.

Chapter IV recommends measures that can be taken at the local level by public libraries working together to improve service. There are, of course, many additional improvements that individual librarians would like to effect in their own libraries if they could get the money; Chapter IV discusses in further detail the question of minimum support standards for municipal libraries.

2. School Libraries

We sent questionnaires to the public school systems in Fairfield County and to the county's private and parochial schools, but the response to these was not large enough to be useful. More valuable were the interviews we conducted with three public school library coordinators and a school library consultant in the Connecticut State Department of Education. Although Connecticut requires certification for teacher-librarians, the State has no standards for school libraries, and consequently the organizational and administrative patterns vary from community to community. In some of the smaller communities there has been no real attempt to develop school libraries; the local public library has substituted in this capacity. In communities which have school libraries, the trend is increasingly away from the volunteer school library and toward the library staffed by a professional librarian. In Greenwich and Stamford the public library still administers the school library, although the systems are not identical in the two communities.

A major problem in providing good library service to students through either school or public libraries appears to be communication between the teacher and the librarian. Several communities have now established communication channels between school and public libraries. Public librarians are participating in school activities, describing the public library to individual school departments and meeting with new teachers, but closer relations between schools and public libraries are still needed. With the aid of federal funds, school libraries have progressed during the past few years both in service and, especially, in materials. The traditional library concept is giving way to that of a materials or information center. Not only books, but films, filmstrips, records, tapes, and pictures are now found in many schools.

We discussed with both school and public librarians the extension of service hours in school libraries. Reopening the school libraries in the evening would relieve some of the pressure which the public library currently faces. It would not be difficult to extend school library hours for half an hour or so before and after school, but school libraries could be reopened in the evening only if their location made it possible to close them off from the rest of the building.

3. Academic Libraries

We visited the libraries at Fairfield University, the University of Bridgeport, Sacred Heart University, the University of Connecticut at Stamford, Western Connecticut State College, Norwalk Community College, and Norwalk Technical Institute. Three of these expect to be in new library buildings by this fall: Sacred Heart University, Fairfield University, and Western Connecticut State College. The library at each institution is open to students at the others, subject to various regulations. Fairfield University has made its resources available to the adult residents of the town. The Librarians at Fairfield, Sacred Heart, and Bridgeport have met together informally to discuss subjects of mutual interest and also to begin working on some cooperative projects. The librarian at the Bridgeport Public Library has also met with them and it is hoped that one of their first projects will be the preparation of a union list of serials for all four libraries.

Several factors are operating to increase the use of the academic libraries both by people associated with the institutions and by the public. Student enrollments are growing. Large new facilities will permit a tremendous growth in library collections and the improvement of services. In the case of the Western Connecticut State College in Danbury, the new library will be easily accessible to the center of town; as a state-supported facility it probably will be open to all residents, and it may find itself serving a large nonacademic population.*

A strong professional respect between public and academic librarians is apparent in many instances. Informal arrangements have been made to supplement resources, to deposit little-used or earlier editions with the academic librarians and to coordinate purchases of research or scholarly material. The library at the Stamford branch of the University of Connecticut belongs to the Library Group of Southwestern Connecticut, which we describe in Section 5 below. In general, the climate seems to be right for the participation by the academic institutions in the development of cooperative library service.

* A bond issue has been passed for a new building for the Danbury Public Library. Once this is built, there should be less pressure on the college library.

4. Special Libraries

Many companies in the Bridgeport and Stamford areas have their own special libraries. These are customarily treated as overhead cost. The libraries must compete for funds with the profit-making divisions, and they frequently lack the proper physical space for carrying out their activities. There is no uniform pattern of organization, as each company has its own overall administrative setup. In some cases the library is a part of the information services, in others it is a department, and in still others it is administratively responsible to a vice-president in charge of management or administration.

The libraries visited were all users of the public library. In several instances, though, because of government contracts and defense-oriented research, their facilities cannot be made available to the general public. All seemed willing to participate in a referral system whereby an individual could use their collections after the resources of the public libraries had been carefully examined. Generally they would prefer to work through the public libraries, either lending materials or providing photocopies. Several of the librarians interviewed said that their firms were interested in promoting community activities, and that this would include steps to improve public library service.

Cooperative arrangements among special libraries or between them and academic or public libraries could help ease the budgetary and space problems of the special librarian. A limiting consideration might be the fact that many of the benefits would go to the poorer libraries at the expense of the better ones, and special libraries do, after all, exist to benefit their own firms rather than their competitors. Nonetheless, some cooperation has been successfully established, particularly through the Library Group of Southwestern Connecticut, described below.

5. The Library Group of Southwestern Connecticut

The most notable instance of large-scale cooperation among different kinds of libraries in the county is the Library Group of Southwestern Connecticut. This organization is composed of public, college, and special libraries in the Stamford area. Its dues are used to purchase special services and equipment which could not be purchased by each library; most of the equipment is housed at the Ferguson Library in Stamford, although duplicates have sometimes been housed in other libraries. Members can use the libraries of other members, and interlibrary loan and photocopy service are provided. The group is currently engaged in revising a union list of serials for its members.

Several librarians in the Bridgeport - Stratford area are interested in forming a group similar to the Library Group of Southwestern Connecticut. The idea is also under study in the Danbury area.

6. Relations with the Connecticut State Library

The Connecticut State Library in Hartford channels interlibrary loan requests. This service is used by almost all the public libraries in Fairfield County; in some cases use is nominal while in others it is extensive.

Only a few public librarians in the county have made any other use of the State Library. The services most frequently reported were building consulting services, either for renovations or for new buildings, and the examination of unwanted collections of books. The latter involves books with limited appeal, duplicate copies, and the like, which the local library no longer needs on open shelf, but which it does not want to relinquish altogether. The State Library has been able to add to its collections from some of these, but it does not have sufficient space to serve as a storage center.

The current interlibrary loan program is an attempt to make interlibrary loan procedures more effective than in the past when individual librarians had to handle all requests and loans themselves. It is a pilot project and is being evaluated at intervals. It has operated under great physical strain during the renovation of the State Library last year, yet with the resources at its command it made every effort to locate material in public libraries. Location of material in academic libraries has been restricted by the local academic institutions.

The program seems to be able to handle its present volume of requests, but to meet any larger demand it would need much more sophisticated bibliographical tools for locating material in Connecticut libraries. The Directory of Subject Strengths in Connecticut Libraries will probably help a great deal. Additional possibilities are a union catalog and a bibliographical center such as has been proposed by United Aircraft Corporation.*

There are currently no regional or systems libraries in Connecticut responsible for supplying consultant services in such areas as adult services, children's services, A-V materials and equipment, and the like. The State Library provides some of these services, but it is not adequately staffed to provide them on a large scale. For example, there

* United Aircraft Corporate Systems Center. Initial Report on a Study to Plan Development and Implementation of a Connecticut Library Research Center. Farmington, Conn., 1966.

is a program of workshops in children's services, but these are held only once or twice a year in any one geographic area. Fairfield County has many libraries which are professional operations, but many others where close professional direction would be invaluable and appreciated by librarians.

It seems to us that the State Library could become the nucleus of a coordinated program of services to librarians throughout Connecticut. We have kept this in mind in developing the pilot program which we are proposing for Fairfield County.

III. PROGRAM FOR INTERLIBRARY COOPERATION

A. INTRODUCTION

We propose that the Connecticut State Library fund a three-year pilot program in interlibrary cooperation at the county level, with the object of providing services not currently available to libraries and to their users in Fairfield County and of improving or expanding current services. The details of the program's administration are discussed below in Section D; basically, the staff would consist of chief administrator, three reference - interloan librarians, a community coordinator, and a small supporting staff, and would be responsible to an advisory board elected by the participating libraries. All public libraries in the county would automatically belong, and every effort would be made to bring school, academic and special libraries into the system as appropriate. Evaluation of the program would begin at the end of the second year so that suitable modifications can be completed by the end of the third year.

This chapter describes the suggested components of the program in terms of library materials and services, bibliographical tools for the librarians, administration and financing, publicity, and relations with libraries and other institutions outside the system. In it we make some very specific recommendations and allocate portions of our suggested budget to them. It is assumed, though, that the regional system will develop some additional ideas; it may decide to use some of its funds for special projects, particularly by the second year, when some of the basic expenses will have been paid.

As a result of our work, we have decided not to recommend two of the services tentatively discussed with LAG at the commencement of the study: a regional system of centralized processing and a regional storage center. It is interesting to note that only two librarians expressed to us any interest in or need for centralized processing. This, traditionally, has been one routine which administrators have been glad to have provided by a service agency, while catalogers have rebelled against it. Just the reverse situation exists in Fairfield County, where the catalogers have actively worked for a centralized processing system while the administrators have remained unconvinced of its value. As part of our study we held a meeting with the catalogers group of Fairfield County. This group had examined the cataloging and processing routines in the different libraries and developed guidelines for centralized processing. Many of its suggestions could be put into practice by individual libraries without great financial expense and might even produce some savings in time. Re-examination of its "Suggested Standards for Processing Uniformity" by administrators and the systems staff, with resulting acceptance, could result in greater uniformity in processing. These standards are listed in Appendix D.

Meanwhile, the State Library is testing a centralized processing system. We would recommend that as orders are placed, the individual library forward copies of the order slips to the State Library, which could supply cards and book labels. The service is not envisaged as being complete for all libraries; individual libraries will use it as they wish, paying a nominal fee. If the "Suggested Standards for Processing Uniformity" are adopted generally, it will be easy for local libraries to tie in as needed with the state system.

Our objection to the establishment of a storage center at this time is that we are interested here in a flexible, short-term pilot project, subject to total revision if needed, and that a storage center is a long-term commitment. The State Library is contemplating setting up a statewide storage center, and if it does, the libraries in Fairfield County should participate. Until such a time as the State Library makes its decision, LAG could work on the development of guidelines for a state center and a local center. There are many pertinent questions which must be answered before such a center is established. How are the materials to be services? What materials are to be stored there? Who will own the materials? These questions cannot be answered immediately.

An alternative way to handle extra materials would be to institute a cooperative project whereby each library assumes responsibility for storing all materials on a certain subject. This might be tried during the pilot program as a temporary measure pending the decision on a storage center.

It will be noted that many of our recommendations for the pilot program are discussed in connection with proposed action at the state level. We have tried to keep distinct those actions which Fairfield County can undertake on its own so long as funds can be obtained, but it is our belief that library users in Connecticut will eventually be best served by a system of statewide library cooperation, to which the regional systems in Fairfield County and elsewhere would maintain close ties. Such a statewide system, we feel, should be centered around a strengthened State Library. Some expanded services, as we have noted, are already under consideration at the state level; the steps to be taken in Fairfield County will depend somewhat on the outcome of such projects.

In Connecticut, a state which has not in the past been serviced on a regional or system basis, the recommendation for establishing a system will probably be questioned. One way to test the usefulness of a system is to inaugurate one in a single region, on a pilot basis, and test its effectiveness. Fairfield County is ideally suited for this type of project. Not only have cooperative projects been successful within the area, but many of the libraries are oriented more towards New York than Connecticut. This latter situation needs consideration, and our recommendations provide for participation in both Connecticut and New York activities.

The time is here for a concentrated effort to interrelate library services and overcome the handicaps imposed on individual libraries by insufficient funds. Both the State Library staff and the public librarians in Fairfield County have an obligation and responsibility to develop the most efficient and effective program of library service for the user. The State Library has funded a number of special programs sponsored by libraries in Fairfield County and has helped to develop local reference collections through a series of grants-in-aid. The entire funding program with state and local funds should be reexamined on a statewide basis. Grants to individual libraries should be related to the overall statewide or regional service programs.

The program we suggest will work only with full support from all the libraries involved. Individually, most libraries and librarians will gain a great deal more than they are asked to contribute, not financially, but in the effectiveness and the professional development which will be a natural outgrowth. Above all, the residents of Fairfield County should find themselves the recipients of the best library service available in their local communities, as a result in part of cooperative efforts on the system level.

B. MATERIALS AND SERVICES

1. Reference Service

A reference center should be established for libraries in the region; it should be housed at the Bridgeport Public Library but be staffed by members of the regional staff. The center should provide answers to ready reference questions and should serve as the focal point of information for public libraries in the area, checking bibliographical references, locating material in libraries in the system, providing guidance on research questions and, when possible, actually doing the research for individual libraries.

Our recommendation that the reference center be housed at the Bridgeport Public Library was made after the reports on our visits and questionnaires had been analyzed. Bridgeport already has access to a good reference collection and retrospective periodical collection. Also, Bridgeport Public Library is currently involved in a major renovation of the main building, and provision for a reference center could be included in the plans. Other libraries in Fairfield County have, of course, provided reference service to individuals and other libraries and undoubtedly will continue to do so. Space, which is a problem in several other libraries, had to be a major consideration in our final recommendation. Should our budget recommendations for individual items for the center be too high, extra funds might be granted to other libraries for reference

service to individuals and libraries in their own areas. Decisions about such grants should be made by the system staff in consultation with the advisory board.

Our staff recommendations call for three reference-interloan librarians. We believe the two functions of reference and interloan are closely related in nature and should be handled as a unit for the system. As we discuss later, there are several kinds of consulting assistance that these three librarians could usefully provide to local libraries. Only one of the three would probably be assigned to the reference center at any one time.

Our first-year budget for the reference center includes, apart from staff salaries, a $5,000 grant to the Bridgeport Public Library and another $5,000 to be spent on reference tools and services which would not ordinarily be purchased by a public library. These need not be based at the Bridgeport Public Library but could be coordinated with specialized subject collections at individual libraries. Some of the abstracting services could be included in this grant, as could the more expensive reference titles. This, we believe, is another way to aid the development of subject collections and the libraries which are responsible for them.

Individual libraries should not have to pay for use of the reference center. We suggest that libraries within the system be issued a telephone charge card so that toll calls for reference service are charged against the operating budget of the system.

2. Interlibrary Loan

We recommend that the regional system handle all interlibrary loan requests in Fairfield County, forwarding to the State Library only those requests which cannot be met within the county. The interlibrary loan program conducted on a trial basis by the State Library has proved successful, but it cannot continue to meet a 24-hour delivery schedule at the rate at which the volume of requests is growing. We believe that there should eventually be regional checkpoints throughtout the state to meet requests, where possible, from local libraries.

To form some idea of what proportion of interloan requests can be met within the county we checked for two months the requests that came to the State Library from Fairfield County (Table 2). Of the requests that were filled, about one in three was filled by a library in the county. Our survey was too brief to be conclusive, but it does suggest that a regional check of library holdings would reduce the burden on the State Library. It would also speed up delivery on requests that could be met locally.

TABLE 2

REQUESTS RECEIVED AT STATE LIBRARY
March - April, 1968

	Filled in Fairfield County	Filled Outside Fairfield County	Not Filled
New Canaan	2	1	6
Norwalk		1	1
Westport	7	10	5
Old Greenwich	5	5	7
Bridgeport		2	3
Darien	9	22	25
Fairfield		1	
Danbury		9	6
TOTALS	23	51	53

on the State Library. It would also speed up delivery on requests that could be met locally.

The system staff of reference-interloan librarians should be responsible for handling all interlibrary loan requests which originate in Fairfield County. The service could be based at the Bridgeport Public Library; the library's own staff should continue to be responsible for handling requests which are forwarded to Bridgeport by the State Library or any other agency which might be designated to process interlibrary loan requests in another geographical area. The system staff would be responsible for locating material in other libraries in the system either on TWP or telephone and arranging for the delivery of the material which they locate. As in the case of reference service, telephone calls relating to interlibrary loan should be an operating cost of the system rather than of the individual library. We describe later a delivery system which we believe should become an integral part of the interlibrary loan program.

Participation in interlibrary loan by the libraries at academic institutions would greatly benefit both the institutions and the public libraries.

One final point: it came to our attention in the course of our interviewing that a number of libraries impose a service charge for interlibrary loan. We strongly urge that this be done away with immediately. Interlibrary loan is not a privilege; it is a right and a basic library service. Individuals should not have to pay even a token amount for it.

3. Cooperative Subject Acquisition

We recommend a cooperative acquisition program, in which each library is responsible for developing an in-depth collection in one or more subject fields. This would permit the best possible utilization of limited acquisition budgets, allowing broad subject coverage without loss of depth. At this time, some libraries might not be able to participate in this program because of their limited budgets and the need to build their basic collection.

We strongly believe that the librarians should select their own areas of subject specialization, in consultation with their trustees and perhaps with staff from the State Library or the system headquarters, but primarily through agreement among themselves. This will probably require some negotiation: our survey of subject collections identified, for example, four good art collections whose librarians wanted to exapnd them in depth. Obviously, cooperative acquisition will not be of great value if libraries all specialize in the same subject, so some will have to select another area of development. The assignment of subject areas arbitrarily by an authorized agency might sound like an efficient idea, but it just would not work in a program whose success depends on the wholehearted cooperation of its participants.

Our budget allocation provides for some funds to purchase items that are too expensive for the individual library. These funds are in addition to the $5,000 we have allotted for special reference materials; they are intended mainly for the purchase of periodicals on microfilm to supplement subject collections. Many libraries could accept the responsibility for developing a subject book collection but could not afford to purchase back issues of the appropriate periodicals. These grants should not be used for current subscriptions. For example, a library responsible for American history could be entitled to a grant for a complete back file of American Historical Review but would then be expected to subscribe to American Historical Review and preserve it either in bound form or on microfilm. These grants would enable each library to become a full resource center for one subject area and would encourage the participation in this program by some of the smaller libraries.

All materials purchased by system funds should remain the property of the system regardless of where they are housed. This implies a commitment by the individual libraries to acquire the basic materials while using grants for the items they would not ordinarily purchase.

4. A Program for the Disadvantaged

We recommend the development of a program, at the regional level, for library service to the disadvantaged. Libraries have shown increasing interest in providing programs and services to the disadvantaged, who have traditionally not been extensive library users, but individual libraries are limited in how much they can do. Also, it seems to us that the program should cut across municipal boundaries. The point of such programs is to encourage use of the library by the disadvantaged, and the exclusion of some people from programs available to their neighbors would hardly be an encouragement. Programs for the disadvantaged should be developed on the basis of need and value to them, without regard to library jurisdictions.

A community coordinator should be appointed to work with libraries on the development and implementation of the program. He should be an imaginative person who can stimulate innovation in others; there is a great need for new ideas and techniques in the field of work with the disadvantaged.

Bookmobile services should be closely coordinated with the activities developed for the disadvantaged. Bookmobiles can perform many services besides book delivery; they can be used for showing films wherever a group is gathered, playing records, exhibiting art, exposing children to animals, tools, and how-to-do-it items, and in general, bringing into a neighborhood resources that are not in adequate supply locally.

Our proposed budget allows for the community coordinator's salary, but implementation of the program at the local level, including bookmobile service, have to be funded for the most part by the municipalities. We will have more to say about local support in Chapter IV; here we simply stress that it will be needed for the success of this program.

5. Language Services

We believe that the French Circuit should be expanded to include academic and school libraries, and that a comparable collection of Spanish materials should be developed.

The French Circuit has been a highly successful LAG project, but its potential for growth has not been fully explored. From our talks with librarians at academic institutions and in school programs, we believe it can be expanded to include some of these libraries, to

the great enrichment of its collection. If this is done, the French Circuit should become a service of the regional system. A committee should be formed to work with the system staff on the continuation and expansion of the program.

A collection of library materials in Spanish should be developed to serve the county's growing Spanish-speaking population. Since this group is largely disadvantaged, the community coordinator might have overall responsibility for the program, and the materials should probably include films, records, and other audiovisual materials in addition to books. In other respects the Spanish program could be very much like the French Circuit, with a rotating collection and with voluntary participation by libraries in areas where demand for the service exists.

C. BIBLIOGRAPHICAL TOOLS

Fairfield County should have access to a union catalog. Present plans indicate that a statewide catalog will be developed, but if this does not happen the county should develop its own. The county should also expand its union list of serials to include the holdings of academic libraries.

1. Union Catalog

The Connecticut State Library has begun to develop the mechanics for producing a statewide retrospective union catalog. We believe the catalog should be stored on computer tape or disk. The cost of upkeep of a card catalog and the difficulties involved in preparing and servicing more than one union catalog in card form eliminate this form from consideration in our opinion. Book catalogs can be reprinted fairly quickly but keeping them up-to-date presents other problems. At this time computers are available which can store such information and be queried for information from computer consoles located at major libraries around the state.

There is no need to learn a computer language in order to locate the needed information; queries can be made in English. Fairfield County should have several computer consoles, located at the systems headquarters, the reference center, and probably one or two other institutions, either public libraries or academic libraries. We envision this as a service of the Connecticut Library Research Center as proposed by United Aircraft Corporate Systems Center.

Some of the librarians that we interviewed expressed concern over the plan for a retrospective union catalog and the amount of money needed to product it. Their concern is understandable in view of their inadequate budgets. However, the cost of producing a retrospective

union catalog will not get any lower with delay, and the catalog should more than justify its cost in a short time if it is well edited. Obviously editing, either at the participating libraries or upon transferral to tape or disk, will be a major cost in the actual production. If the editing were to be the responsibility of participating libraries, then a grant for this purpose would be a justifiable expenditure. Current input for the catalog would be no problem for the local librarians, who would simply send copies of order slips for current acquisitions into the central processing unit at the State Library.

A union catalog should include not only the larger libraries but a representative group of small libraries. This would be particularly important where libraries have specialized collections such as we have proposed for Fairfield County.

If a decision is reached on the state level not to produce a retrospective union catalog, we recommend that Fairfield County should plan to produce one. This could not be done within the budget we have outlined, although a union catalog of current acquisitions could probably be developed. Perhaps another year, a grant for this project could be incorporated into the system's budget.

2. Union List of Serials

Among the many services that LAG has provided for its member libraries has been the preparation and publication of a union list of serials. Time after time, we were told how helpful this is in both the larger and smaller libraries. Expansion of it to include academic libraries in the area would make it even more valuable to librarians and to the public. Consideration is being given to development of a union list of serials for the Bridgeport Public Library and the academic institutions near Bridgeport, namely, Fairfield University, Sacred Heart University and the University of Bridgeport. Although these limited lists are of value, we would urge gradual integration of them into the basic list so that a true union list of serials for the public and academic libraries would be available.

D. ADMINISTRATION AND FINANCING

1. Organization

The pilot program should be headed by a chief administrator responsible to an advisory board elected by the libraries in the county. His staff should consist of three reference-interloan librarians, a community coordinator, a secretary, two clerks, and a driver. Their jobs are described below under Personnel. The system staff should be headquartered in an office or store rather than in any of the member libraries. Headquarters should be large enough to provide office and

work space for everyone except the librarian assigned to the reference center, and should be near garaging space for delivery vehicles.

All public libraries in Fairfield County would automatically be members of the system. The establishment of an elected advisory board not only provides for library participation in the development of the system program but also provides the system staff with a local group that can evaluate and review programs and developments. In order to provide for participation by all sizes of libraries, our recommendation is that each library have one vote and the board have nine to eleven members. By-laws for its organization and government should be tentatively drafted by a committee representing the different libraries grouped by size. Some terms on the advisory board should expire each year, and membership on the board for a single individual should be limited to two terms.

2. Finances and Budget

We recommend complete financing of the pilot project by state funds. We estimate that it will require a budget of $150,000 for each of the first two years and probably a slightly higher budget in the third year.

Eventually, the regional system could be in charge of distributing all state and federal funds to libraries in the area. Such funds should be used to support the area or system staff and its services and to coordinate activities in each region or group of libraries. Specific services of the system and funding other than the basic funding of the pilot project are discussed under each of our recommendations.

Costs for the regional staff should be estimated on the basis of current salaries plus a percentage to allow for adding to the staff as it is necessary. For example, the director's salary should be in the $18,000 - $20,000 bracket. One reference-interloan coordinator should be paid from $12,000 to $14,000 and the salaries of the other two reference-interloan librarians should be between $10,000 and $12,000. The driver should receive current local rates, but under no circumstances should his wage be below the minimum wage in effect.

In the budget for the second year the expenditures for vehicles, equipment, and furnishings will not have to be repeated. As much money as possible should be allocated for an increase in the grant for periodical acquisitions and special reference tools as well as an extension of this grant for reference service to individual libraries.

We propose a budget for the first year as follows:

$ 97,500		Salaries and fringe benefits
2,000		Travel and conferences
5,000		Printing, publicity, and public relations
4,000		Telephone
13,000	($6,500)	2 vehicles and operating expenses (if needed; only one to be acquired at the start)
2,000		Rent for administrative headquarters
7,500		Equipment and furnishings
2,500		Workshops and institutes
5,000		Periodicals on microfilm to be purchased as part of subject acquisition program
5,000		Grant to library providing reference headquarters
5,000		Special reference tools not likely to be purchased by any library
$148,500		

Salaries:

$ 19,000		Director
13,000		Community coordinator
13,000		Reference-interloan librarian
20,000		2 reference-interloan librarians at $10,000 each
7,500		Secretary
10,000		2 clerks at $5,000 each
15,000	($7,500)	2 drivers (if needed; only one to be hired at the start).

Under Title III of the Library Services and Construction Act the federal government provides funds for interlibrary cooperation, as well as for planning programs for library service on all levels and between different types of libraries. Some areas of present and potential cooperation are discussed in this report, but a great deal more needs to be done in this area. Distributing Title III funds through the system office ensures development of programs which will fit into the overall pattern of service.

Titles IVa and IVb of LSCA provide funds for service to the blind and handicapped and to institutions. Such programs have not been well-supported in the past either financially or with resources and personnel. These titles are attempting to improve existing programs and to establish new ones on a sounder support basis. Responsibility

for distribution of funds under these titles will involve the system in their programs, and provide an incentive for added participation by the public libraries. Funding of these programs in Fairfield County should be done through the regional system in cooperation and coordination with other library programs in the area.

3. Personnel

The system staff would have the responsibilities described below.

a. Chief Administrator

The chief administrator would be responsible for the development, administration, and coordination of programs. This would include the programs recommended in our report and others to be undertaken in the future such as the funding of additional reference centers, the establishment of locally based consultant staff, a center for the examination of books and equipment, programmed instruction in libraries, or other activities for which there seems to be a need. He should be authorized to develop new programs of service and to expend funds which are not needed for the items to which they were assigned in order to develop such programs and library resources in the area. The chief administrator would work closely with the advisory committee and with trustees of the participating libraries on personnel policies, hours, and other areas of interest.

b. Community Coordinator

The work of the community coordinator has been described under programs for the disadvantaged. Briefly, he would be responsible for developing, administering, and coordinating programs of service to the disadvantaged which would cut across community lines. He might take charge of further studies to identify groups in the community lacking library service. He should encourage the development of innovative programs, and should have major responsibility for publicity.

c. Reference-Interloan Librarians

The three reference-interloan librarians would be responsible for the development and operation of reference and interloan services. They might coordinate the French Circuit currently in operation, and they should participate in the development and publication of new bibliographical tools.

One of the services of the system should be a strong consulting program. The reference-interloan librarians should participate in in-service training programs, reference workshops, and subject-interest workshops. Individuals with reference experience, who understand the needs of small libraries but are also interested in developing service

in all libraries, should be recruited for these positions.

d. Supporting Staff

The secretary would be responsible for the operation of the headquarters and would serve as secretary to the chief administrator and other professional staff. Two clerks would assist the secretary. They would also do the preliminary checking of the catalog for interlibrary loan requests and the typing and clerical tasks involved; under supervision they could also assist in bibliographical checking.

The main duty of the driver would be to drive the delivery truck. He would also be responsible for the truck's maintenance, for packaging and unwrapping items for delivery, and for wrapping and mailing items to be mailed. Our budget allows for a second driver if, as is likely, one proves to be needed.

4. Communication and Transportation

a. Teletype

Unless a decision is reached on the part of the State Library to decentralize interlibrary loans in all parts of the state, alotting a teletype machine to only one library in a given region, then a decision will have to be made about the teletype arrangement in Fairfield County. In our opinion the single TWP now in the Bridgeport Public Library will not provide sufficient interlibrary communication to allow Fairfield County to make most effective use of the new system. We believe that the Greenwich Library and the Ferguson Library in Stamford should continue to have teletype machines because of their activity in the state program. One or more of the academic libraries in the county should also be encouraged to join the teletype network. Consideration might be given to locating a TWP at Western Connecticut College in Danbury, in order to obtain a resource in a geographical area not currently included in the program.

b. Telephone

In describing the reference and interlibrary loan service, we proposed that all participating libraries have telephone charge cards. This presupposes a telephone in all participating libraries, which will remain a local expense. Only the charge card calls themselves will be paid for by the system.

Until the volume of business builds up and a cost analysis of a WATS line versus regular telephone service in the area can be made, there does not appear to be any need to provide a WATS line. The telephone at the reference center should be an unlisted number, available only to member libraries and for the sole use of these agencies.

Another phone should be at the administrative headquarters, again one for which libraries could use their charge cards. This phone should be a separate listing and the number made public for use by all who might wish to contact the headquarters or one of its staff.

c. Delivery

We recommend that a regional delivery system make three stops a week at each public library in Fairfield County. The State Library could provide daily delivery to the system headquarters.*

Scheduling trips to all libraries three times a week with only one truck and driver will present some problems. We believe this can be done, but it should be with the understanding that the schedule could be cut down to only two deliveries a week to libraries where the demand does not require three. Our present budget recommendation allows for two drivers and trucks; thus if demand proves too heavy to be handled by one, a second can be added without an extra appropriation.

E. PUBLICITY

The majority of public libraries in the United States have not had an active publicity program to tell non-library users about library facilities and services. This is beginning to change with newly funded programs which provide for distribution of books and materials in restaurants, bars, railroad stations, and the like. Although many of the libraries in Fairfield County have attractive brochures on how to use the library, special services, and programs, their distribution is mainly limited to those who already use the library. We recommend that the system's headquarters assume responsibility for producing public relations material for the system as a whole and for coordinating local publicity efforts. Our proposed budget does not allow for a public relations specialist on the system staff, but it should be possible to have one conduct a workshop and to be available for consultation by individual librarians at that time. The community coordinator should also be active in publicizing library services to many of the non users.

In addition to attracting users, a publicity effort is needed to attract funds. What the library does and why will have to be common knowledge in the community if an increase in local funding is to take place. Support from all segments of the community will be necessary, and they should not be expected to support what they do not understand.

---

*The Connecticut State Library inaugurated a 24-hour delivery program on July 1, 1968.

Eventually, we would like to see LAG's Graphic Arts Program expanded to assume responsibility for the statewide production of professional-quality publicity materials, as a service of the State Library. It would provide for each library a stated number of signs and posters, and it would coordinate the preparation of book lists. The latter should be prepared in quantity for topics of widespread public interest, but facilities should be available for compiling some of local or special interest. The Graphic Arts Program could in addition provide materials as needed for publicity outside the libraries themselves.

As LAG has been an organizer of this program, it would add to the continuity to have at least two librarians from Fairfield County serve on any advisory or coordinating committee established to implement the program on a statewide basis. Meanwhile, the present program can be of great service to the publicity effort within Fairfield County.

F. COOPERATION WITH OTHER INSTITUTIONS

1. METRO

During our survey we visited METRO in New York City and talked with its representatives. METRO will accept members from Connecticut and we recommend that the Fairfield County libraries join the organization.

METRO can serve as a clearing house for information about materials, services, and related aspects of library service.

> "Any library system, college or university library, nonprofit educational institution, business corporation with a research library or other organization with interest in the improvement of reference and research libraries in the metropolitan area may be affiliated with METRO upon application and approval by a majority vote of METRO Board of Trustees. For METRO purposes the New York State Division of Library Development interprets the metropolitan area to include the five boroughs of New York City and Westchester County. Agencies in contiguous areas of Connecticut and New Jersey are eligible for affiliation and benefits with a non-voting status."

"Dues structure for the fiscal year ending June 30, 1968 is as follows:

Class	Annual Fee	Annual Library Budget
A	$150	under $100,000
B	$350	$100,000 - $500,000
C	$650	$500,000 - $1,000,000
D	$1,000	$1,000,000 or more

This is a 'librarian's library' set up to provide METRO affiliates with easy access to information sources of all kinds.

"The book and pamphlet collection covers such matters as federal assistance programs, grants from many sources, descriptions of libraries and other institutions, details of studies of library resources made by state agencies, studies of automation in libraries, and as much directory information as can be collected.

"In addition, METRO is developing a sizeable file on the special libraries in the metropolitan area, giving their holdings, features of the collections, and statements as to who may use them. There is a rapidly growing clipping file on such subjects as current research projects in the U.S. and abroad, information centers, and scientific activities in many countries."*

2. The Westchester County Library System

We also recommend cooperation with the Westchester County Library System, which has for some years offered consultant services on library programs for children, young adults, and adults. It has also developed a system for book selection and the examination of new titles. At the request of an individual librarian or the system's director, arrangements can be made for personnel to examine new books. Darien, Ferguson Library, and Greenwich all reported to us that they are contributors to the Westchester County Union

*METRO, What It Is And What It Does, N. Y. Metropolitan Reference and Research Library Agency, N.Y., N.Y.

Catalog, which is a union catalog of adult books. Undoubtedly other phases of cooperative activity will suggest themselves as the system staff begins to organize a program. The important thing now is to authorize the system to work out programs with Westchester County which will be mutally advantageous.

3. The Southern Connecticut State College Library School

The Southern Connecticut State College Library School is not an accredited program, yet many practicing librarians in Connecticut are graduates. All librarians have a responsibility to assist with whatever means are at their disposal in the development of good library education programs. Southern Connecticut does want to obtain accreditation. It is undergoing a reorganization which will result in more full-time faculty with a lower teaching load. Some of these faculty members will have time to participate in workshops and conferences. The school can sponsor workshops and conferences, or library groups may request participation by faculty in certain programs. Many programs could be jointly sponsored by the Library School, The Connecticut State Library, and The Fairfield County System which would be beneficial to all concerned.

There is a wide range of topics which would be suited to a conference or workshop program, such as, storytelling, librarian-trustee relationships, state and federal programs for libraries, and automation. Some could last one to three days, others might be two to three weeks long in the summer, and still others might be on a continuing basis. An example of the latter, would be a series of half-day meetings on the new Anglo-American Cataloging Rules for catalogers.

The important thing is to develop a feeling of mutual support between the librarians and the faculty and to have each contribute to the service and programs of the others. The Library School can benefit from an active, innovative, imaginative program of service just as libraries and librarians and the users will benefit from a dynamic and progressive library school program.

4. School, Academic, and Special Libraries

There are areas of cooperative endeavor which can be worked out with the schools and academic institutions, and we believe that

the special libraries can be made part of the overall pattern of library service by the establishment of a system of referrals.

As we have already noted, the main problem with library service to elementary and high school students seems to be one of communication and cooperation between teachers and librarians. Gradually as school libraries become a more integral part of each school system and even each school building, this problem is being reduced, but there is certainly room for a closer tie between the schools and the public libraries.

We mentioned participation in the French Circuit as one possible activity of school libraries. There are others, such as cooperative periodical storage, availability to public libraries of titles on reading lists when schools are closed, and the development of programs which supplement existing programs rather than duplicating them. Basically, no system can justify the expenditure of tax funds for complete duplication of services. Funding for public and school libraries even with federal and state aid has not been sufficient to allow for all the services, programs, and materials that each institution would like to have.

In the academic and special libraries we visited we found an awareness of the public libraries and a widely felt interest in developing some joint services. The academic libraries present an interesting situation. The student enrollment in several of the institutions is fairly high and is expected to remain at the present level or increase. Most of these institutions are still in the building stage, not only in terms of physical facilities but also in terms of resources in faculty, curriculum, and materials. The libraries cannot currently meet the student and faculty demand, but every effort is being made to improve them. The librarians recognize the limitations of their collections and are actively developing book collections and, where necessary, microform collections to provide periodical backfiles as well as items of historical importance which are not currently in print. The librarians in the academic institutions make use of the collections and services of the public libraries and encourage public librarians to do the same at the college libraries. The academic institutions should be participants in any interlibrary loan service in the county and should contribute to the union catalog and union list of serials. Future cooperative endeavors will receive the support of the academic librarians in Fairfield County.

Visits to special libraries in Fairfield County were mostly to companies which have security controls because of the work being done there. Generally speaking, the libraries have limited basic collections but fairly extensive special collections in their field of interest. Therefore, these libraries and their librarians depend on the local public library for basic services and tools. The more specialized information available in special libraries will generally be supplied to a public library requesting it.

One or two special librarians expressed an interest in cooperating more closely with public libraries and even felt there was a possibility of some financial support from their firms for the public library. The larger special libraries are receiving requests from all kinds of libraries and individuals. They need some help in screening legitimate requests, and we suggest that the system staff could establish a system of referrals so that only individuals or libraries with needs which cannot be met by other libraries will be referred. There should also be some further investigation of the developing groups similar to the Library Group of Southwestern Connecticut in the Bridgeport and Danbury areas.

Councils composed of librarians in all four types of libraries--public, school, academic, and special, should be established. The system staff could consider this on a local basis or on a combination of several municipalities. Much has been accomplished, while more remains to be accomplished, and the librarians appear willing to make the changes which will inaugurate a new era of cooperation.

IV. LOCAL PUBLIC LIBRARIES

A. LOCAL SUPPORT

A pilot project of the type recommended cannot carry the whole service program. It must be considered as a resource supplement to the local library. Therefore, the local public library must continue to develop programs and acquire the resources and personnel to service them. This means not a lessening of local support but development of a need for greater local support. We urge that LAG make every effort to obtain stronger municipal support for the public libraries in the county.

According to the addenda to Minimum Standards for Public Library Systems, 1966, which was approved by the members of the Public Library Association on June 29, 1967, minimal library service to a community of 25,000 would require the library to be opened 66 hours a week. 65% of the adult nonfiction materials requested should be locally owned, and 15% of the new nonfiction titles published each year should be purchased. A minimum of four professional librarians and eight clerical staff members would be needed, assuming that such services as processing and public relations were provided by a central agency. The Standards for Principal Public Libraries Proposed to the Connecticut State Library Committee are more specific in certain areas and should be examined carefully by all interested in good library service for Connecticut.

The Standards Committee of the Connecticut Library Association has recommended a per-capita support level of $5 to be attained by 1971, and we believe that LAG should use this as a standard in any fund raising effort. Fairfield County contains many wealthy communities, only some of which are now meeting this standard of support. Most communities in the county fall below it, and some fail to come anywhere near it. A concerted effort by all interested residents will be needed to raise the local level of support, and in some cases interest will first have to be created among residents.

The State Library issues figures on per-capita library support levels, but its most recent figures are based on 1960 population data.

Table 3 is a composite which we prepared using 1967 population data for each community supplied by the Connecticut Development Commission in its publication Connecticut Market Data, 1968, multiplying by $5 to show what the community's library support level should be to the minimum standard and comparing this figure with the amount actually available to libraries as reflected in 1966 operating expenses.

TABLE 3

LOCAL LIBRARY SUPPORT IN FAIRFIELD COUNTY:
MINIMUM STANDARD VERSUS ACTUAL SUPPORT LEVELS

	Minimum Standard (1967 population @ $5 per capita)	1966 Operating Expenses
Bethel	$ 51,000	$ 19,990.00
Bridgeport	776,000	582,180.66
Brookfield	38,000	5,581.00 (10-month)
Danbury	236,500	85,913.00
Darien	107,500	77,156.00
Easton	26,000	6,872.19
Fairfield	276,500	215,437.00 (Fairfield Pequot)
Greenwich	322,500	633,822.00 (Greenwich and Old Greenwich)
Monroe	49,000	9,865.00
New Canaan	102,000	108,908.51
New Fairfield	29,000	6,889.51
Newtown	77,000	30,700.00
Norwalk	377,000	181,057.40
Redding	28,500	10,496.00
Ridgefield	77,500	35,882.00
Shelton	144,500	47,452.00
Sherman	5,500	3,021.00
Stanford	542,000	585,935.00
Stratford	224,000	113,671.87
Trumbull	145,500	37,104.04
Weston	33,500	31,897.00
Westport	149,500	204,717.00
Wilton	67,000	32,416.42

Operating expenses for 1967 for all libraries were not available when the chart was prepared; undoubtedly some changes would result if the chart based on 1967 operating expenses, but they would probably not be great enough for most communities to make an important difference.

New Canaan and Westport are the only libraries known to exceed the $5 per capita standard. Table 3 appears to show both Greenwich and Stamford also exceeding the minimum standard, but it must be pointed out that a portion of the budget in each case goes for the support of school libraries. The statistics prepared by the State Library do not contain a per-capita support level for either Greenwich or Stamford because of their participation in the school library program. It should be noted that Greenwich with two separate libraries duplicates some administrative and equipment expenses and so the difference is not as great as it appears. This is a consideration to be recognized in all communities which have more than one library.

We would place great emphasis on increasing local support to the minimal level, but maintaining local support above the minimum is not only suggested but required if library service is to meet the specialized demands of users and potential users. Individual communities have a responsibility to support library service and should not expect state and federal aid to relieve them of this responsibility.

B. RECIPROCAL BORROWING PRIVILEGES

We recommend that reciprocal borrowing privileges be instituted in all public libraries for all county residents. Until local support in some communities is increased, certain guidelines must be established. Therefore, we recommend that libraries be classified in three groups, on the basis of per-capita support:

A - per-capita support of $5 and over
B - per-capita support of $3 to $4.99
C - per-capita support of less than $3 per year

and that individuals have reciprocal borrowing privileges free of charge only in libraries in the same category as their own library or in a lower category. To borrow from a library in a higher support category, individuals would pay a standard nonresident fee. This would discourage poor libraries from complacently depending on better ones and would remind individuals whose communities give inadequate library support that if they want library service they will have to pay for it one way or another.

Eventually, reciprocal borrowing privileges for all residents should be one of the main goals of public libraries in Fairfield County and in Connecticut as a whole. If a statewide policy were instituted by the Connecticut State Library, our interviews and questionnaire responses suggest that the public libraries in Fairfield County would participate if there were some provision for financial grants to libraries which could prove extensive service to nonresidents. Fairfield County appears to accept the fact that some libraries are well-supported and others are not. Those which have been able to build collections and services through the years because of this support are not willing to subsidize library service in neighboring communities which lack materials and personnel without some financial compensation. This currently comes in the form of nonresident fees; except for communities with more than one public library, reciprocal borrowing privileges for patrons do not exist. The charge for a nonresident card in some communities has been raised during the past year or so, and at the time of our questionnaire (see the tabulation below) two libraries charged nonresident fees of $10 or more. Other libraries charge the non-resident or token fee of three dollars or less.

NONRESIDENT FEES AS REPORTED IN QUESTIONNAIRES

no fee	1
$1.00	1
$3.00	1
less than $5	5
$5.00	3
$5.00 - $10.00	4
$10.00	1
over $10.00	1

Some librarians view the nonresident fee as a lever to increase library support in communities which have lagged behind, while others feel there should be open access to all public libraries by all residents of the county. The ALA Minimum Standards for Public Library Service, 1966, states:

> "The cost of public library service should be borne by the appropriate governmental units. The practice of providing service through nonresident fees delays the assumption of responsibility of governmental units and should be eliminated."*

*American Library Association. Public Library Association. Minimum Standards for Public Library Systems, 1966. Chicago, ALA, 1967.

Certainly, so long as the fee has to be retained, the amount should be made uniform. As recommendation as to the amount could be prepared by the Library Administrators Group and presented to the advisory board for consideration. This is of concern to all libraries in the area and the decision should involve all participating libraries.

In order to establish levels of libraries, we suggest that the per-capita support level be figured every two years and identification cards issued at that time. Library cards could be a different color for each level, while those issued to non-residents upon payment of a fee could be stamped nonresident. This would allow for some control over the use of nonresident cards.

C. HOURS OF SERVICE

We believe that individual communities and contiguous communities should coordinate their hours of service so that not all the libraries in a given area are closed at the same time.

An analysis of the charts of hours as reported to us by LAG member libraries (see Table 4) points up our concern. Out of the total of eighteen libraries, only eight are opened Tuesday evenings. Further analysis would reveal geographical areas without library service at other times during the week. A coordination of library schedules, especially in conjunction with reciprocal borrowing privileges, would greatly improve the opportunity for users to have their service demands met.

D. PERSONNEL

We recommend that libraries recruit staff on a countywide basis and work together to establish common basic personnel and fringe benefit policies throughout the region.

Although several libraries in the area are competitive on a national level in salaries, most of them have difficulty recruiting and keeping staff. This is not necessarily a reflection on the individual libraries, but rather on the communities involved. Taken as a whole, Fairfield County is one of the richest counties in the United States and some of its communities have among the highest per-capita incomes anywhere in the country. A librarian with a salary of $10,000 to $12,000 cannot live comfortably in a community where the income of a family averages $20,000. The cost of living is high and the cost of housing appears to be even higher. In addition, this type of community offers comparatively few places to rent. As Fairfield County is suburbia at its most sophisticated, life for a young single person after hours is limited. Part-time assistance, which has been the saving grace for many libraries in the country, has not been of much help in Fairfield County. Although many women in the area want something to do outside

TABLE 4

SERVICE HOURS REPORTED BY LAG MEMBER LIBRARIES

Winter

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Bridgeport	8:45 - 9	8:45 - 9	8:45 - 9	8:45 - 9	8:45 - 9	8:45 - 9
Danbury	9 - 9	9 - 9	9 - 9	9 - 9	9 - 9	9 - 6
Daven	9 - 6	9 - 9	9 - 6	9 - 9	9 - 6	9 - 6
Fairfield	9 - 8:30	9 - 8:30	9 - 8:30	9 - 8:30	9 - 8:30	9 - 5
Ferguson Stamford	9 - 9	9 - 9	9 - 9	9 - 9	9 - 9	9 - 5:30
Greenwich	9 - 9	9 - 9	9 - 9	9 - 9	9 - 9	9 - 5
Mark Twain Redding	10-12 3-6	3 - 6	3 - 6	3 - 6	3 - 6	10 - 1
New Canaan	9 - 9	9 - 6	9 - 6	9 - 9	9 - 6	9 - 6
Norwalk P.L.	9:30 - 8	9:30 - 6	9:30 - 6	9:30 - 6	9:30 - 8	9:30 - 6
Perrot P.L. Old Greenwich	9:30 - 8:30	9:30 - 6	9:30 - 8:30	9:30 - 6	9:30 - 8:30	9:30 - 5
Pequot Southport	9 - 8:30	9 - 5:30	9 - 8:30	9 - 5:30	9 - 5:30	9 - 5
Ridgefield	10 - 6	10 - 6	10 - 6	10 - 9	10 - 6	10 - 6
Rowayton	2:30-5:30 7-8:30	2:30-5:30 7-8:30	2:30-5:30 7-8:30	2:30-5:30 7-8:30	9-11:30 2:30-5:30	9 - 12
South Norwalk	9 - 9	9 - 5:30	9 - 5:30	9 - 9	9 - 5:30	9 - 5:30
Stratford	9:30 - 8:30	9:30 - 8:30	9:30 - 8:30	9:30 - 8:30	9:30 - 8:30	9:30 - 12
Westport	9 - 8:30	9 - 6	9 - 6	9 - 8:30	9 - 6	9 - 6
Weston	10 - 5	10 - 5	10 - 5	10 - 5	10 - 5	10 - 4
Wilton	9 - 5	9 - 5	9 - 9	9 - 9	9 - 5	9 - 5

Arthur D. Little, Inc.

TABLE 4 (Continued)

Summer

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Bridgeport	8:45 - 9	8:45 - 9	8:45 - 9	8:45 - 9	8:45 - 5:30	8:45 - 1
Danbury .	9 - 9	9 - 9	9 - 9	9 - 9	9 - 9	CLOSED
Daven	9 - 6	9 - 9	9 - 6	9 - 9	9 - 6	9 - 1
Fairfield	9 - 8:30	9 - 8:30	9 - 8:30	9 - 8:30	9 - 8:30	9 - 5
Ferguson Stamford	9 - 9	9 - 9	9 - 9	9 - 9	9 - 9	CLOSED
Greenwich	9 - 9	9 - 9	9 - 9	9 - 9	9 - 6	9 - 5
Mark Twain Redding	10-12 3-6	3 - 6	3 - 6	3 - 6	3 - 6	10 - 1
New Canaan	9 - 9	9 - 6	9 - 6	9 - 9	9 - 6	9 - 1
Norwalk	9:30 - 8	9:30 - 6	9:30 - 6	9:30 - 6	9:30 - 8	9:30 - 12
Perrot P.L Old Greenwich	9:30 - 8:30	9:30 - 6	9:30 - 8:30	9:30 - 6	9:30 - 8:30	9:30 - 5
Pequot Southport	9 - 5:30	9 - 5:30	9 - 8:30	9 - 5:30	9 - 5:30	9 - 1
Ridgefield	10 - 6	10 - 6	10 - 6	10 - 9	10 - 6	10 - 6
Rowayton	2:30-5:30 7-8:30	2:30-5:30 7-8:30	2:30-5:30 7-8:30	2:30-5:30 7-8:30	9-11:30 2:30-5:30	9 - 12
South Norwalk	9 - 8	9 - 5:30	9 - 5:30	9 - 8	9 - 5:30	9 - 1
Stratford	9:30 - 8:30	9:30 - 8:30	9:30 - 8:30	9:30 - 8:30	9:30 - 8:30	9:30 - 12:00
Westport	9 - 5:30	9 - 5:30	9 - 5:30	9 - 5:30	9 - 5:30	9 - 5:30
Weston	10 - 5	10 - 5	10 - 5	10 - 5	10 - 5	10 - 4
Wilton	9 - 5	9 - 5	9 - 5	9 - 9	9 - 5	9 - 5

Arthur D. Little, Inc.

the home, and they want to work during hours that are convenient. This means that many libraries have the equivalent of a full staff from nine to two each day but from three to closing time, when the library is apt to be the busiest, operate with a limited staff. This is also true on Saturdays when almost no part-time professional or semiprofessional help is available, and yet Saturday in many communities is the busiest day of the week.

No sure-fire solutions are available, although the cooperative effort we propose might be a great help. This would involve establishing an employment center for the county, where libraries could post vacancies and to which they could supply information about candidates. The number of individuals who have worked in more than one library in Fairfield County is impressive. There is a continual interchange of personnel on all levels and in all types of libraries, as individuals become capable of more responsible positions than are available in their own libraries. This is good for library service in general, because it means that many librarians in the system have a knowledge of more than one library. The important thing is to keep as many good librarians as possible in the Fairfield County area. The employment center could be a kind of clearinghouse for personnel exchange.

To enable this to work smoothly it would be desirable to establish salary scales and fringe benefits that are uniform throughout the county. This would cut across municipal lines and would therefore be difficult, but it could probably be done. The regional system staff might furnish advice on both the establishment of the center and the coordination of salary scales.

The economic and social situation cannot be changed by librarians. Librarians do have an obligation to provide the best possible library service, regardless of circumstances. At this point, organization to support a central recruiting agency and assistance in developing uniform personnel policies and salary scales for the public libraries in the County should be a major activity of librarians and library trustees.

APPENDICES

APPENDIX A

LIBRARIES AND OTHER AGENCIES VISITED

LAG MEMBER LIBRARIES

Bridgeport Public Library

Danbury Public Library

Darien Public Library

Fairfield Public Library

Ferguson Library, Stamford

Greenwich Library

Mark Twain Library, West Redding

New Canaan Library

Norwalk Public Library

Perrot Memorial Library, Old Greenwich

Pequot Library, Southport

Ridgefield Library

Rowayton Library

South Norwalk Public Library

Stratford Library Association

Westport Public Library

Weston Public Library

Wilton Library Association

OTHER PUBLIC LIBRARIES

Bethel Public Library

Easton Public Library

ACADEMIC INSTITUTIONS

Norwalk Technical Institute

Norwalk Community College

Fairfield University

University of Bridgeport

Sacred Heart University, Bridgeport

University of Connecticut, Stamford

Western Connecticut State College, Danbury

SCHOOL LIBRARIES

Fairfield Public Schools

Stamford Public Schools

Darien High School

SPECIAL LIBRARIES

Pitney-Bowes, Inc., Stamford

Clairol, Inc., Stamford

American Cyanamid Company, Stamford

AVCO Lycoming Division, Stratford

Sikorsky Aircraft, Engineering Library, Stratford

Remington Arms Company, Inc., Bridgeport

OTHER AGENCIES

METRO, New York City

Westchester Co. Library System, White Plains, New York

Southern Connecticut State College Library School, New Haven

Connecticut State Department of Education

Connecticut State Library

APPENDIX B
LAG QUESTIONNAIRE

Name of Library:

1. When does you fiscal year end?

2. What hours is your library opened?

	Winter		Summer	
	Opens	Closes	Opens	Closes
Monday			Monday	
Tuesday			Tuesday	
Wednesday			Wednesday	
Thursday			Thursday	
Friday			Friday	
Saturday			Saturday	
Sunday			Sunday	

3. Do you have an annual report available for distribution to the general public?

____ YES ____ NO

4. Do you have a Friends of the Library group?

____ YES ____ NO

5. Do you have access to a computer?

____ YES ____ NO

If your answer is YES, what make and model?

6. Do you have reciprocal borrowing arrangements for individual patrons with any library or group of libraries?

____ YES ____ NO

If YES, please name the libraries.

7. If you have a non-resident fee for a library card, how much is it?

____a) Less than $5.00

____b) $5.00 - $10.00

____c) Over $10.00

8. How many interlibrary loan requests were initiated at your library last year?

9. How many of these were filled?

10. Name the three libraries most frequently used to fill your requests.

a._____

b._____

c._____

11. How many interlibrary loan requests were received by your library last year?

12. How many were you able to fill?

13. Name the three libraries which most frequently requested material.

a._____

b._____

c._____

14. Which of the following are included in your interlibrary loan program?

____a) High school students

____b) College students

____c) Graduate Students

____d) Elementary school students

____e) Businessmen

15. Does your library own equipment, such as:

		HOW MANY
____a)	Microfilm readers	_____
____b)	Reader printers	_____
____c)	Teletype	_____
____d)	Recording machines	_____
____e)	Photocopy machines	_____
____f)	Projectors	_____

16. Does your library have resources in the following areas:

____a) Microfilm

____b) Microfiche

____c) Other microforms

____d) Films

____e) Records

____f) Tapes

____g) Pictures

17. Do you have any preference for the form a cooperative program should take?

____a) No change in present arrangement

____b) Individual libraries responsible for certain services

____c) Library in area named as systems library

____d) New system library or service center

____e) Other (please describe)

18. Would you like to have a delivery system between libraries in the area?

____ YES ____ NO

If YES, how often do you feel it should deliver to your library?

____a) Daily

____b) Twice a week

____c) Three times a week

____d) Less often

19. Would you be interested in a cooperative program with another district in Connecticut?

____ YES ____ NO

20. Do you, at the present time, participate in any cooperative programs with other libraries other than LAG sponsored programs? If so, please describe them.

21. It is obvious from reading the material provided us and from observation in three or four libraries in the area, that the servicing and management of a periodical collection presents a major problem.

Do you have a collection of bound periodicals?

____ YES ____ NO

Are periodicals, generally, considered to be for in building use only?

____ YES ____ NO

Can you pinpoint the major subject areas in which there is the greatest demand for periodical material?

Do you consider the back file of periodicals in your library to be one of the major resources of your library?

____ YES ____ NO

22. Where are your books cataloged and processed?

____a) In your library

____b) Commercial firm

____c) By another library

____d) Other (please specify)

23. How many titles were processed in your library for the last fiscal year?

24. What special services, if any, does your library offer to adult patrons and to the business community?

25. If it were decided to develop a cooperative subject acquisition program, is there any subject area you would like to have your library handle?

____ YES ____ NO

If YES, please name the area.

26. Do you have a procedure for following through on unanswered questions received in your library?

____ YES ____ NO

If YES, please describe the procedure.

27. Do members of your staff have unusual abilities or skills which would be of value or interest to other libraries in the area? For example, language skills, graduate study in areas other than in library science, unusual hobbies or avocations which might be sufficient for them to be considered resource persons in the Fairfield County area.

____ YES ____ NO

A brief list of the subject areas or languages involved would be helpful.

28. Any other comments you would like to make?

Signature:

Title:

Date:

APPENDIX C
INTERVIEW QUESTIONS FOR LAG MEMBERS

1. For what services or routines do you use volunteers?

2. What services do you request from the State Library?

3. What subject areas, if any, does your collection cover in particular depth?

4. Are you aware of any special area or subject in which sufficient material is not available in Fairfield County?

5. What are the most important library needs which you anticipate emerging within the next five years in Fairfield County?

6. What service would you like to have provided by a headquarters library or a service center in Fairfield County?

7. Who is responsible for book selection? Is there a written book selection policy?

8. What media do you use to publicize library activities and services?

____a) Local newspaper -- regular column?

____b) Radio -- regular broadcast?

____c) TV

____d) Speaking engagements

____e) Special publications

____f) Other

Name of person interviewed:

Title:

Library:

Date:

Interviewer:

APPENDIX D

SUGGESTED STANDARDS FOR PROCESSING UNIFORMITY

I. Classification

A. Dewey authority --latest edition kept up to date with DC and notes.

B. Adoption of number relocations --when printed in latest Dewey and DC notes.

C. Number detail --never more than four figures beyond decimal.

D. Classification specifics.

1. Biographies

a. Critical studies of artists, musicians, and authors (both individual and collective) to be classified with subject, i.e., in 700's and 800's.

b. Noncritical studies of artists, musicians, and authors and all other biographies.

(1) Individual in B with biographee's name beneath the B, using first part only of a compound name.

(2) Collective in 920-928

2. Oversize books

a. Physical minimum

(1) Over 25 cm. high.

(2) Over 25 cm. deep

b. Shelf mark--Q

c. Location of Q--above number, e.g. $\frac{QR}{917.4449}$

3. Short stories

a. By an individual author--in regular fiction

b. Anthologies--SC

4. Race relations

a. In the U.S.--301.45

b. In other counties--940-999 with current history

5. Literature

a. Excepting Shakespeare, no period divisions under literary form

b. Use 810 for American, with English and American combination in 820

II. Cataloging

A. Personal author entry--name as it appears on title page

B. Catalog card format

1. Book number in black, subject heading in black capitals

2. Imprint--publisher, date

3. Collation--Arabic paging, illustrations (noting when colored)

C. Subject heading authority--LC

D. Cataloging specifics

1. Notes--to be included

a. Bibliography--to be indicated by Biblio., e.g., Biblio.: p. 327-330

b. Name series--except for publishers' series (college monograph series to be added by individual library if needed there)

c. Translator--if not included in body of card

2. Notes--to be omitted

   a. Variant titles under which book is published in other countries

   b. Contents--to be added by individual library if needed there

3. Analytics--not to be made but added by individual library if needed there

4. Brackets to be omitted even when statement is found elsewhere than on title page

5. LC subdivisions not to be used in subject headings

   a. Translations from French (after English drama, etc.)

   b. Juvenile Literature

   c. Popular works

   d. U.S.

   e. Addresses, essays, lectures

   f. Anecdotes, facetiae, satire. (use instead Anecdotes)

6. LC terminology not to be used

   a. Use Labor unions instead of Trade unions

   b. Use Latin America instead of Spanish America

   c. Africa, South

      (1) Use only for the southern part of the African Continent

      (2) Use South Africa for the Republic of South Africa

7. English form of names to be used instead of original language

   a. Communist Party instead of Russian

   b. Homer instead of Homerus

   c. Virgil instead of Vergilius Maro

   d. Paul and John for the popes instead of Paulus and Joannes

8. Subject heading for a book of short stories whether by an individual or an anthology--Short stories

9. Author of individual volume to be used rather than corporate author of series of which volume is a part, e.g., main entry would be individual author, added entry would be Tamiment Institute

III. Book preparation

A. Plastic covers

1. Edges--not reinforced

2. Plastic quality--the best

3. Attachment to book--with attaching tape

B. Book pockets

1. Size--long tab to fit 3 x 5 inch book card

2. Location--front of book, top right corner of right hand end sheet

C. Book cards

1. Size 3 x 5 inches

2. Color--buff

3. Printing--unlined

D. Catalog card stock

1. Quality--comparable to LC (.010-inch thick, rotary cut, 100 o/o rag)

2. Printing--plain, unlined

E. Corrections to be made on spine of jacket to match titlepage

1. Add author's name when only title appears

2. Complete partial or change different title

APPENDIX E

BIBLIOGRAPHY

American Library Association. Public Library Association. Standards Committee. Minimum Standards for Public Library Systems, 1966. Chicago, 1966.

American Library Association. Public Library Association. Standards Committee. Minimum Standards for Public Library Systems, 1966. Statistical Standards, Addenda. Chicago, 1967.

Connecticut. Development Commission. Connecticut Market Data, 1968. Hartford, Connecticut, 1968.

Connecticut. Interregional Planning Program. Connecticut Takes Stock for Action. Hartford, Connecticut, 1964.

Connecticut. Joint Committee on Standards. Standards for Principal Public Libraries Proposed to Connecticut State Library Committee. Hartford, Connecticut, 1968.

Connecticut. State Library. Directory of Subject Strengths in Connecticut Libraries, edited by Charles E. Funk, Jr. Hartford, Connecituct, 1968.

Connecticut Library Association. Development Committee. Report to the Executive Board. March, 1968.

United Aircraft Corporate Systems Center. Initial Report on a Study to Plan Development and Implementation of a Connecticut Library Research Center. Farmington, Connecticut, 1966.

U.S. Bureau of the Census. County and City Data Book, 1967. Washington, D. C. U.S. Government Printing Office, 1967.

Annual reports, statistical and descriptive information as well as studies and survey of individual libraries for the past five years were made available to us by the public libraries and the Connecticut State Library.